DEERS

Prepared by the
Defense Manpower Data Center
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DEERS MISSION

DoD's Benefit Entitlement System

- **Maintain Personnel & Benefit Information for**
  - **All Active, Retired, and Reserve**
  - **All Civil Service personnel overseas**
  - **All eligible dependents of Active, Retired, an**
    Reserve personnel and eligible surviving beneficiaries of members who died on Activ
    Duty or after retirement
  - **Support satellite databases**
- **Support DoD ID Card Application - RAPIDS, Sma**
- **Reduce Fraud and Abuse of DoD Medical Benefi**
- **Support Force Health Protection & Medical Rea**

What is NED?

TRICARE National Enrollment Database

- Purpose

  - Centralize TRICARE enrollment information - DEERS database

  - Eliminate regional enrollment process variations by standardizing enrollment processes/functions

  - Establish true portability for TRICARE enrollments

  - Establish standardized TRICARE enrollment cards

What is NED (cont.)

- Eliminate dual entry…MCSCs perform enrollments; MTFs provide medical care

- Vehicle

  - Defense Online Enrollment System (DOES)

  - DEERS notification process for MCSCs and MTFs

What is DOES

- Defense Online Enrollment System
- Client desktop application
- Facilitates/standardizes enrollment process
- Distributed to MCSCs for managing TRICARE enrollments
- Connectivity via DISN between DOES application and DEERS/NED
- DEERS/NED updated real-time
- Functionality
  - New enrollments

What is DOES (cont.)

- Disenrollments
- Cancellations
  - Enrollment
  - Transfer
  - PCM Change
  - Disenrollment
- Enrollment Updates
- Address Updates
- TRICARE Enrollment Card Production
- Trigger Resynchronization PITs

Notifications

- EIT - Enrollment Information Transfer

  - Sent to MCSC

  - Contains enrollment information and confirms all enrollment functions performed through DOES

  - Also includes Legacy DEERS values

DEERS Notifications

- PIT - Primary Care Information Transfer

  - Sent to appropriate CHCS platform

  - Establishes initial mini-reg

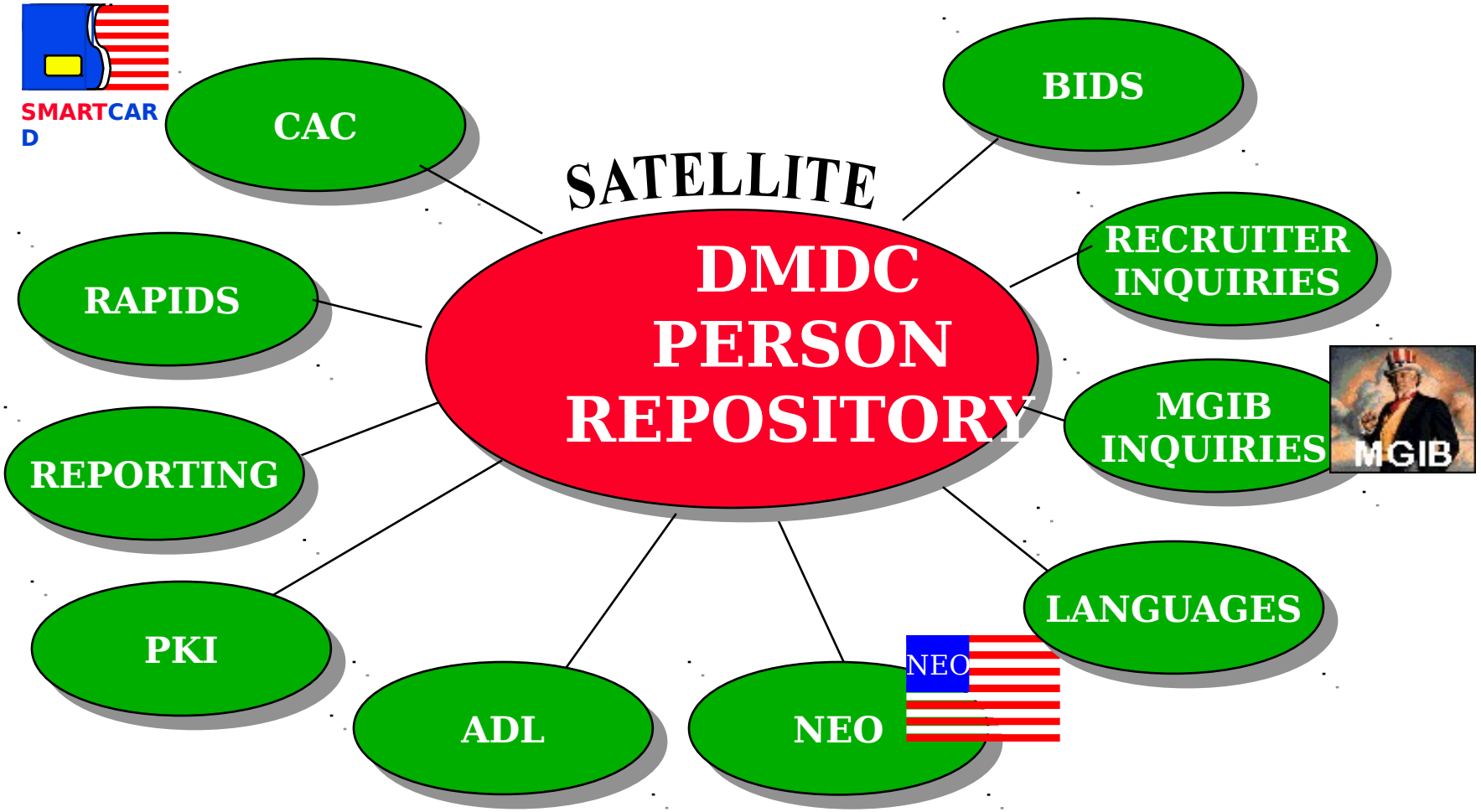
  - Contains enrollment information including Legacy DEERS values (ACV, DDS, etc.)

  - Network PCM transfers not sent to CHCS except for Regions 1, 2, and 5

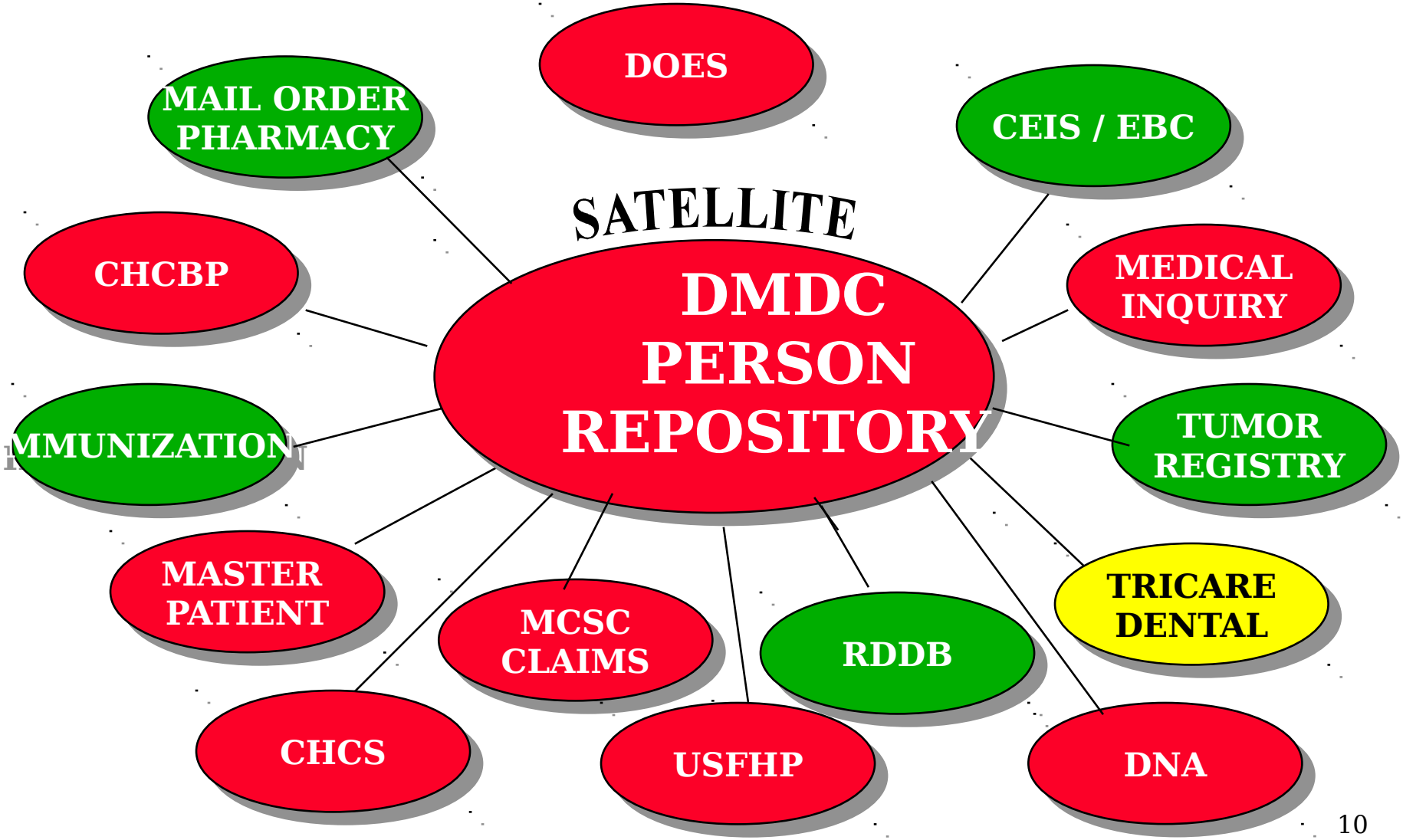
DEERS

PERSONNEL

PERSONNEL RELATED APPLICATIONS



MEDICAL RELATED APPLICATIONS



DATA FLOWS INTO DEERS

Active Duty Txn Files

- Services Provide DMDC with transaction files.
- Submission based upon DoDI 1336.5

- Edit Files
- Standardize data

- Process into DEERS

Reserves Txn Files

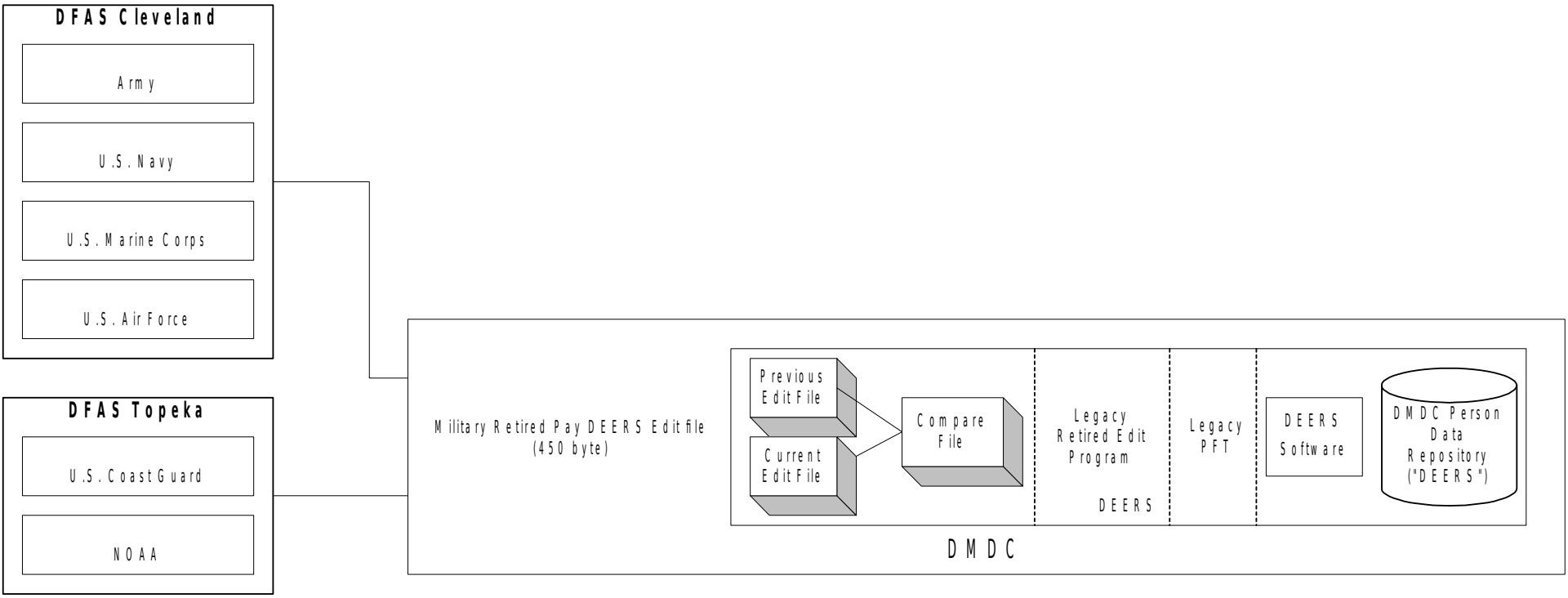
U.S. Army Reserve Monthly Submissions
Army National Guard Monthly Submissions
U.S. Naval Reserve Monthly Submissions
U.S. Marine Corps Reserve Weekly Submissions
Air National Guard Weekly Submissions
U.S. Air Force Reserve Weekly Submissions
U.S. Coast Guard Reserve Monthly Submissions
Reserve Military Personnel Transaction Edit file (875 byte)
PFT
DEERS Software
DMDC Person Data Repository ("DEERS")
DEERS
DMDC

- 3 components provide weekly; 4 monthly
- Submission based upon

- Edit Files
- Standardize data

- Process into DEERS

Military Retired Pay Txn File



- Files provided monthly
- Submission based upon DoDI 7770.1

- Edit files
- standar dize data

- Compare the current file -vs- prior to create txn

- Process into DEERS

DEERS Migration - Beyond NED

Topics

- Why Change?
- Original Goals and Vision for Redesign
- Current State with NED
- Where do we go from here?
  - Legacy Migration
  - Centralize Cat Cap & Deductible and Consolidate Policies
  - Direct Care PCM assignment in NED & DOES
  - Other Health Insurance and the Standard Insurance Table

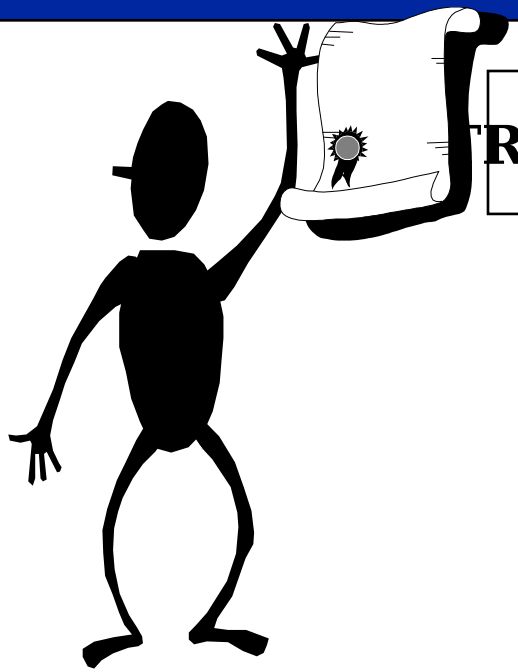
Why Change?

- Complex entitlement rules & regulations
- TRICARE Initiatives are more complex
- National Enrollment Database requirements
- Goal is to reduce costs through utilization of commercial standard interfaces
- Legislative changes
- Mix entitlements, eligibility, benefits & coverages

Original Goals

- Full Portability
- One TRICARE
- Regain Government control of key data
- Position the government to be able to implement changes more quickly at less cost
- Get the MTFs/CHCS out of the enrollment business to allow focus on patient care
- Uniform TRICARE Enrollment Card

Original Vision



TRICARE Insurance Policy

Civilian & Direct Care PCMs

Other Health Insurance

- Catastrophic Cap
- Deductible
- Enrollment Fee

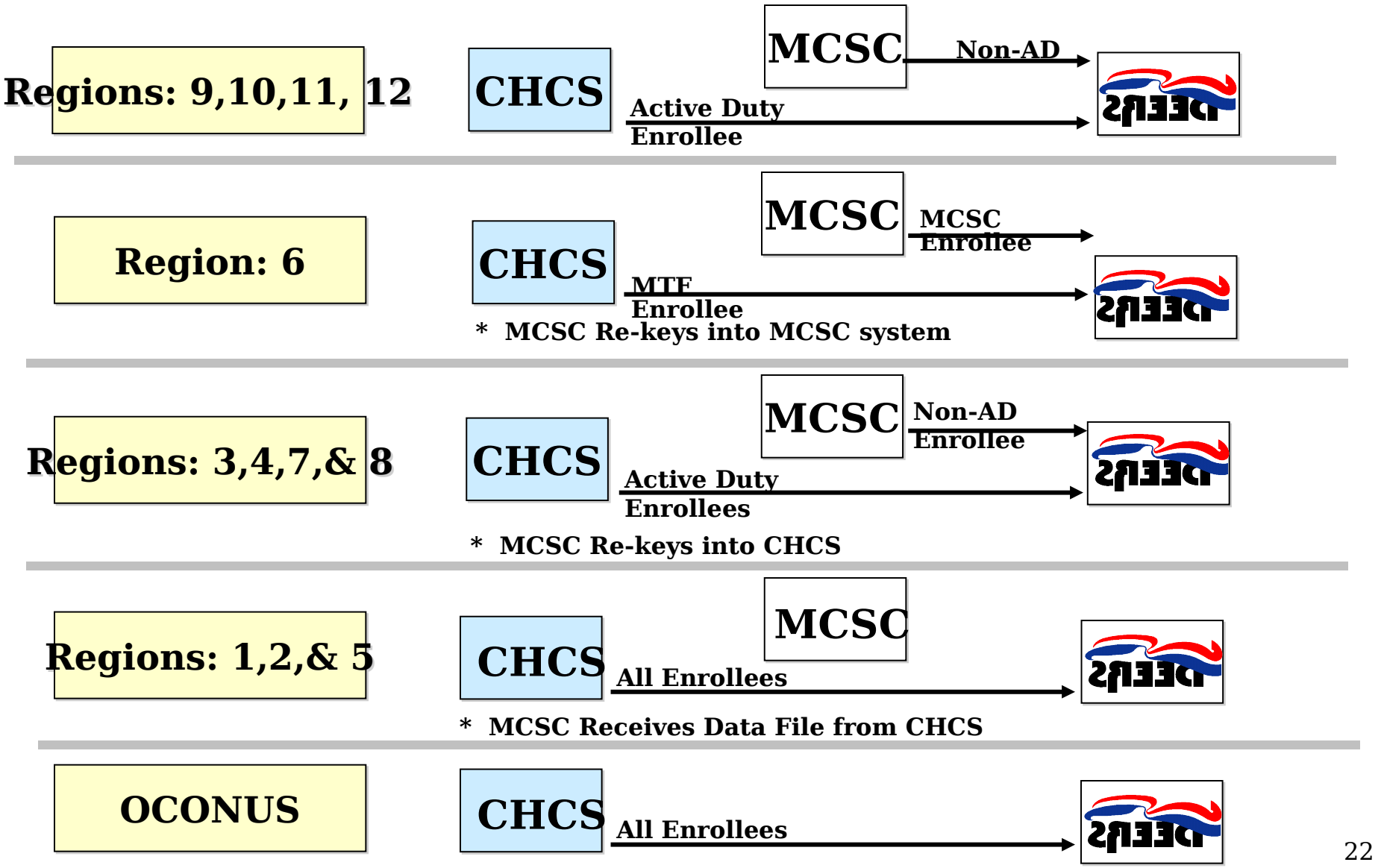
Where are we now?

- Fee centralization and portability
- Centralized business rules for enrollment by utilizing single application for enrollment (DOES)
- Got CHCS/MTFs out of the enrollment business
- Initial synchronization of MCSC, CHCS, and DEERS enrollments
- Uniform Tricare Enrollment Card
- EY Cat Cap & POS Deductible reside with MCSC and are stored by contract. They are **not portable**.
- FY Cat Cap resides in Central Deductible and Catastrophic Cap file (CDCF)

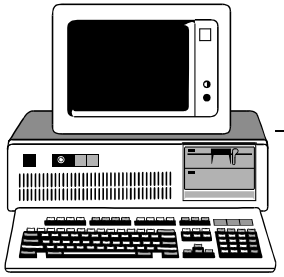
Where are we now?

- DEERS stores policies and fees by contract
- DEERS provides legacy values to MCSC and CHCS on EIT and PIT
- MCSCs access Legacy DEERS for claims
- CHCS accesses Legacy DEERS for eligibility
- CHCS performs Direct Care PCM assignments

Pre-NED Enrollment



NED Enrollment



DEERS

SERVICE PERSONNEL SYSTEM

- Change In Coverage Plan
- Change In Enrollment Data
- Change In Entitlement
- Change In Eligibility

DEERS Pushes Info To External Organizations And/Or Systems

MCSC

CHCS

MCSC

CHCS

Gainin g

Gainin g

Losin g

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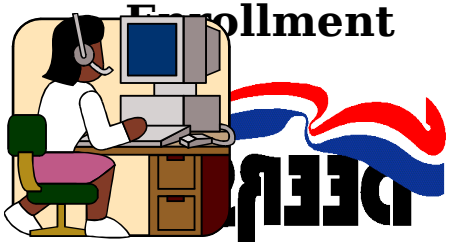
Civilian PCM Assignment

Complete Enrollment Form

In Process

Perform Enrollment



Assign Plan

Assign PCM

CHCS
Regions 1, 2 & 5

Push Enrollment

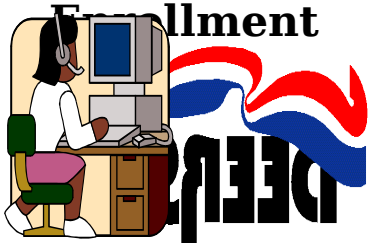
MCSC

Direct Care PCM Assignment

Complete Enrollment Form

In Process

Perform Enrollment



Assign Plan

Assign DMIS Id

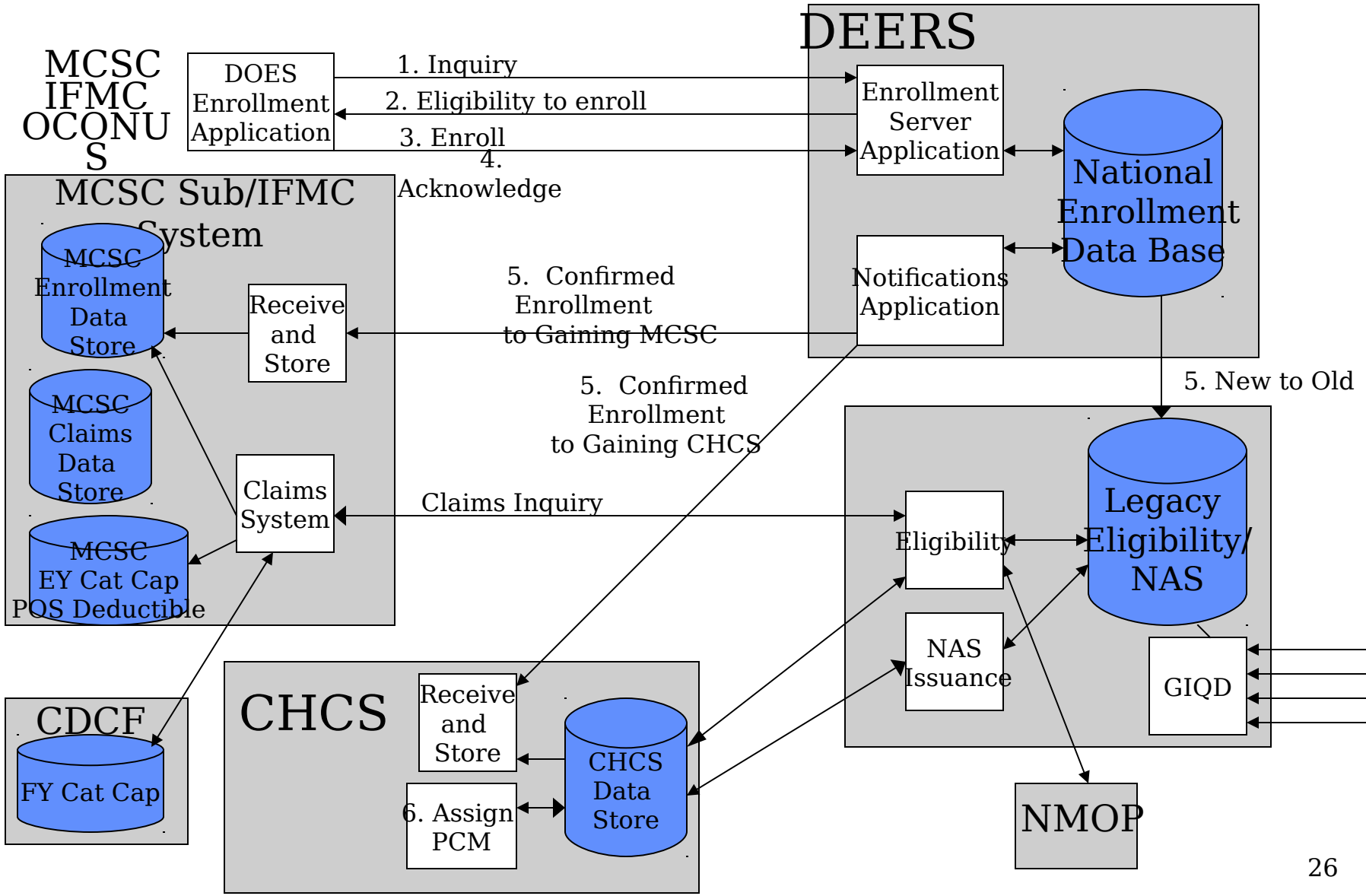
CHCS

Assign PCM

Push Enrollment

MCSC

Current State with NEDERS



Loss of Eligibility

Disenrollment for Loss of Eligibility

- Pre-NED

  - Sweeps run to reflect disenrollment status in DEERS for sponsors who had lost eligibility

  - Dependents remained enrolled until MCSC took action to disenroll

- NED

  - DEERS automatically disenrolls all beneficiaries and notifies MCSC and CHCS

Disenrollment for Loss of Eligibility

- Effect of Personnel Data

  - Movement between Active Duty and Guard/ Reserve components results in disenrollment

  - Loss from one component frequently reported to DEERS before the gain to the new component

  - Eligibility segments in DEERS based on Organization Code (e.g., Active Duty Army)

  - Enrollments cannot span multiple eligibility segments because financial

Disenrollment for Loss of Eligibility

- Extensions of service and stop losses sometimes not reported to DEERS until after the original loss date, when beneficiary has been reported as disenrolled

- DEERS extends eligibility segment and disenrollment may be cancelled by MCSC in DOES

- If extension or stop loss reported to DEERS before the current loss date, DEERS will automatically extend the

PIT Errors

Cause of PIT Errors

- PIT Discrepancy
  - Missing Member Category Code, Service Code, Member Code
  - Branch Classification Relationship Code
  - Notify DOES Help Desk (888) 240-4596 to resolve eligibility issue, then MCSC trigger new PIT through DOES

Cause of PIT Errors

- Data Missing from Service Feeds
  - Pay Plan Code; Pay Grade Code; Rank Code; Sponsor Name, DOB, Gender
  - Service must resolve
- Data Missing from Entry of Dependent
  - Person Identifier information; Dependent Name, DOB, Gender

PIT Errors

- Possible Future Resolution
  - DMDC is awaiting direction from TMA to set PIT defaults when required data is missing in DEERS
  - Defaulting data would allow PIT to process and ease access to care issues for patient

Address Changes